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TAX COMMISSIONER CRAIG BURNS

Internal Audit

Human Resources

Learning Support

Revenue Forecasting

Tax Operations
Deputy Tax Commissioner

**Business and
Analytic Services**

- Business Process Improvement
- Legislative Admin Services
- Business Communication Services

Office of Tax Policy
Assistant Commissioner

Policy
Development

Appeals &
Rulings

Office of Administration
Chief Administrative Officer

Fiscal

- Revenue Accounting
- Accounts Payable
- Bank Services

General Services

- Purchasing
- Facilities, Security and Fleet
- Warehouse Operations
- Mail and Print Operations

Public Relations

Office of Technology
Chief Technology Officer

Information Security

- Risk Management
- Security Operations

**Applications &
Database**

- Database Administration
- Processing Applications
- Collections Applications
- Siebel
- Unix/Linux Administration
- AR System and User Testing

Applications & Web

- VTOL Applications
- Website Advantage Revenue
- Reports & Interfaces Compliance Repository

**Applications &
Engineering**

- Windows Administration
- SharePoint
- Administrative Applications
- Telephony

**Office of General Legal
and Technical Services**
Assistant Commissioner

- FOIA Advisory
- AG Support
- Land Preservation Credits
- Technical Services
- Disclosure
- Subpoenas
- Special Taxes and Services
 - Tobacco Tax
 - Tax Credits
 - Commodity Taxes
 - Customer Satisfaction
 - Non-profit
 - Property Tax
 - Offers in Compromise
 - Taxpayer Rights Advocate

Office of Tax Processing
Assistant Commissioner

**Document
Processing**

- Return and Payment Processing
- Correspondence Prep
- Business Registration and iReg
- Returned Mail
- Returned Refund Checks
- Indexing

**Automated
Processing**

- Data Capture
- Scanning
- eServices
 - e-File
 - VTOL
 - eForms
 - Web Upload
 - Debit Card
 - ACH Credit EFT
 - Credit Card Payments

Office of Compliance
Assistant Commissioner

Desk Audit

- RAP (Rev Analysis)
- Analysis/Forecasting
- Office Audit

Field Audit

- Field Audit
- Interstate Audit
- Compliance Support

Collections

- Field Collections
- Delinquent Collections
- Court Debt Collections

**Office of Customer
Services**
Assistant Commissioner

**Error
Resolution**

- Individual
- Large Dollar Refunds
- Business
 - Sales
 - Withholding
 - Corporate

Contact Center

- Inbound Calls
 - Business
 - Individual
 - Hotline
- Workforce Planning
- Quality Review
- Specialty Team
 - Correspondence
 - Walk-In
 - Secure Mail